

CHAPTER 1000: VOLUNTEER MANAGEMENT

- A. The LTCOP shall utilize volunteers to maximize its resources to benefit residents.
- B. The Office role
 - 1. The Office shall provide technical assistance to assist each Regional LTCOP to develop and maintain its volunteer program.
 - 2. The Office shall provide the curriculum and supervision of training provided by the Regional LTCOP to volunteer staff.
- C. The Regional LTCOP role
 - 1. The Regional LTCOP shall propose its procedures for recruitment, training, use, and supervision of volunteer staff in the Regional LTCOP Annual Services Plan.
 - 2. Such proposal shall be consistent with policies and procedures, including training, certification, and conflict of interest requirements, set forth by the Office and this Manual.
- D. The Volunteer Ombudsman role
 - 1. A person who has met the respective designation requirements and who performs services without payment shall be called a **“Volunteer Ombudsman”** and shall:
 - a. work under the supervision of the Regional Ombudsman or a Community Ombudsman;

- b. provide appropriate documentation to the Regional LTCOP of all activities done on behalf of the LTCOP; and
 - c. perform his or her responsibilities in accordance with all applicable federal and state laws, rules and regulations and this Manual; and
 - d. be designated as a representative of the Office.
- 2. Failure to follow the direction of the LTCOP staff person shall be grounds for de-designation.
- 3. The Volunteer Ombudsman shall visit residents in long term care facilities in order to:
 - a. build relationships with residents;
 - b. provide an independent presence in the facility;
 - c. provide information and assistance;
 - d. receive, investigate and resolve complaints;
 - e. attend and support resident and family council activities; and
 - f. assist, to the extent determined appropriate by the Regional Ombudsman, with issue advocacy activities and public information and education.
- 4. The LTCO Visitor role
 - a. A person who, as of October 1, 2003, is authorized to perform regular presence and, to the extent determined by the Regional Ombudsman, may perform public information

and issue advocacy without payment.

- b. Persons trained in this capacity prior to February 3, 2000, may continue to function in this capacity until further trained and be designated a Volunteer Ombudsman, or until she/he leaves the program. LTCO Visitors will not be recruited, trained, or designated as a LTCO visitor after February 3, 2000.
- c. Failure to follow the direction of the Regional Ombudsman shall be grounds for de-designation as a LTCO Visitor.
- d. A LTCO Visitor shall work under the supervision as designated by the Regional Ombudsman.

A LTCO Visitor shall visit residents in long term care facilities in order to build relationships with residents, provide an independent presence in the facility, assist, to the extent determined appropriate by the Regional Ombudsman, the Regional LTCOP in providing information and assistance, issues advocacy activities and resident and family council activities.

A LTCO visitor shall not process complaints but may accept and then refer a complaint to a LTCO for investigation and under direct LTCO staff supervision, perform specific, limited functions to assist the LTCO staff to process a complaint.

- e. A LTCO visitor is designated as a representative of the Office.

E. Reporting volunteer activities

1. Activities by all Volunteer Ombudsman and LTC visitors may be reported as Regional LTCOP activities only if:
 - a. all of the requirements of that LTCOP Service Component are met; and
 - b. the Volunteer Ombudsman or the LTCO Visitor provides information to the Regional Ombudsman or designated LTCO staff after each activity, indicating that all the requirements have been met.
- F. Every LTCO Visitor shall refer to the Regional Ombudsman or Community Ombudsman any complaints received or observed by the LTCO Visitor for the investigation.
- G. Every person seeking designation as a Volunteer Ombudsman as of the effective date of this Manual must:
 1. be interested in the well-being of long term care facility residents;
 2. be at least 18 years of age with no felony conviction;
 3. be free of conflicts of interest;
 4. possess good verbal, writing, and reading skills; and
 5. be of good moral character.
- H. The provider entity and Regional LTCOP may establish other minimum qualifications for Volunteer Ombudsman with the written permission of the Office.